

From: Official Information  
Sent: Tuesday, 13 September 2016 5:02 p.m.  
To: [REDACTED]  
Subject: LGOIMA 16/0302 response - [REDACTED] - complaints

Dear [REDACTED]

Thank you for your email, received on 17 August 2016. You requested the following information, under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

- "a) Complaints to the customer call centre over the last 12 months considered to be unusual, bizarre or extraordinary, for example residents complaining of children laughing, an invasion of ducks, UFOs etc.*
- b) The number of noise complaints received by the noise control team in the city over the last 12 months. Also, examples of what noises people complaint about, ie music, dogs barking, construction etc.*
- c) The number and type of complaints received by the animal control team over the last 12 months.*
- d) Complaints received by the customer call centre or other council divisions in relation to neighbours and neighbourly disputes over the last 12 months, and what those disputes are over."*

#### Response

We will respond to each of your points in turn.

- a) Complaints to the customer call centre over the last 12 months considered to be unusual, bizarre or extraordinary, for example residents complaining of children laughing, an invasion of ducks, UFOs etc.*

Staff have looked through the complaint data over the last 12 months, and could not find anything that stood out as particularly bizarre or extraordinary. This may be because customer service staff are unlikely to log a service request for a complaint that is unreasonable or outside the Council's control.

However, you may be interested in our response to a previous, similar LGOIMA request:

"Strangest request made to Christchurch City Council's 0800 line received in the past 10 months? (from Jan 1 to October 31 2015).

- How many men are in the stretch release class on Tuesday at 10:30?
- I am calling as I had a 2 hour wait at the doctor and what are you going to do about it?
- What time is the Dalai Lama coming to Christchurch to do an art class with the children?
- What do the green, yellow and red buttons on a cell phone mean when you are calling someone?
- How do I get access to the sewage treatment plant where I and a friend can dress in formal attire and the other person serenades them? We would then have our photos taken for entry into a worldwide scavenger hunt run by actor Mischa Collins."

- b) The number of noise complaints received by the noise control team in the city over the last 12 months. Also, examples of what noises people complaint about, ie music, dogs barking, construction etc.*

Stats for 12 months to 30 June 2016	
Radios, stereos, TV etc.	10130
Parties	1059
Construction	689
Musical instruments	164
Motor vehicle operations	238
Alarms	169

Stats for 12 months to 30 June 2016	
Bands, concerts, PA's, etc.	524
Other	132
Other machinery	84
Behaviour, singing, yelling	61
Plant and equipment	93
Animals	31
TOTAL	13374

*c) The number and type of complaints received by the animal control team over the last 12 months.*

Stats for 12 months to 30 June 2016	
Barking	2170
Classification	187
Fouling	66
Dog wandering in Park	204
Dog in prohibited area	32
Wandering	3120
Welfare	301
Rushing own property	167
Biting	253
Rushing	456
Dog on domestic	405
Stock wandering & Imp	361
Dog Impound	2684
Dog in distress	60
TOTAL	10466

*d) Complaints received by the customer call centre or other council divisions in relation to neighbours and neighbourly disputes over the last 12 months, and what those disputes are over.*

The Council does not keep a register on whether complaints received relate to neighbours or not, so we would have to go through each complaint individually to find this out. This would require a considerable amount of time and staff resources. Therefore, we have decided to refuse this part of your request under section 17(f) of the LGOIMA – the information requested cannot be made available without substantial collation or research.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely,

Anna Sinclair  
 Public Information Adviser  
 Office of the Chief Executive  
 Christchurch City Council  
 53 Hereford Street, Christchurch 8011  
 PO Box 73016, Christchurch 8154